



**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

Art Unit: 2616

Examiner: Steven H.D. Nguyen

In Re: Yuri Shtivelman et al.  
Case: P3253C1  
Serial No.: 09/903,022  
Filed: 07/10/2001  
Subject: Apparatus and Methods Enhancing Call Routing to and Within Call Centers

Commissioner for Patents  
PO Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

**Response D**